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OUT OF HOURS EMERGENCY REPAIRS POLICY

August 09

SOUTHWAY HOUSING TRUST

OUT OF HOURS EMERGENCY REPAIRS POLICY

1. Policy Objectives

- 1.1 This Policy sets out the principles of Southway Housing Trust's emergency out of hour's repairs service.

2. Definitions

- 2.1 Emergency repairs are defined as;

- (a) Any fault that could lead to the death or injury of occupants, staff, visitors or the public.
- (b) Faults likely to cause extensive damage to a building and its contents.
- (c) Faults that are likely to lead to a contravention of Health and Safety regulations and could result in a danger to life and limb.

3. Policy Detail

- 3.1 The Out of Hours Emergency Repairs Service is provided between 5.30 p.m. on a normal working day and 8.00am the next working day. The service is provided 24 hours a day at weekends and during public holidays.
- 3.2 Outside of normal office hours, via the same daytime contact number, a telephone service is provided to take emergency repair calls. If a call is received which constitutes an emergency repair, a suitably trained operative or contractor is despatched to attend the repair.
- 3.3 The attending operative or contractor has two fundamental aims: -
- (a) The making safe of services and securing properties.
 - (b) The re-commissioning of those essential services where practically possible, dependant on the availability of human and material resources, with a particular emphasis on prioritising heating repairs for elderly and vulnerable tenants.
- 3.4 In some situations it may only be possible to attend and make the situation safe pending further attendance and completion of the repair during normal working hours.
- 3.5 Where a call is received which does not meet the criteria for an out of hours emergency visit, tenants will be advised that they will be contacted on the next working day in order that a repair can be logged and an appointment agreed.

4. Dealing with Vulnerable Tenants

- 4.1 The Out of Hours Emergency Repairs Policy will be applied in a caring and sensitive manner in respect of vulnerable tenants.
- 4.2 Tenants may be vulnerable by virtue of their age (young or old), medical condition or disability.

5. Key Targets/Standards

- 5.1 The target attendance time on out of hours emergency repairs is 3 hours.
- 5.2 All out of hours calls received are logged and a report is submitted each working day for monitoring and to ensure service standards and targets are met.
- 5.3 Monitoring of the Out of Hours Repairs will be carried out on a daily basis by supervisory staff. Regular reports on performance will be provided to the Executive Team, Board and Customers. Evidence of the Trust's performance in relation to Key Performance Indicators will be supplied to the TSA at the required frequency.
- 5.4 The Director of Regeneration and Asset Management will be responsible for the implementation and revision of the policy.
- 5.5 This policy will be reviewed within two years of its Board approval date.

6. Equality and Diversity

- 6.1. Southway will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in our Equality and Diversity Policy.
- 6.2. When applying this policy we will act sensitively towards the diverse needs of individuals and communities.
- 6.3. This policy and any other related publications of Southway Housing Trust can be provided on request in other formats (e.g. in an alternative language, in Braille, on tape, in large print).

7. Involving Customers

- 7.1 Tenants will be encouraged to contribute to service development and to provide feedback on the performance of contractors, the materials used and the effectiveness of our policies and procedures via the Repairs Service Improvement Group, Southway Consultative Group and customer feedback questionnaires.

8 Link with other Southway Policies

8.1 This policy should be read in conjunction with the following policy/ policies;

- Responsive Repairs
- Right to Repair
- Rechargeable Repairs
- Asbestos
- Equal Opportunities and Diversity
- Customer Care

<u>POLICY IMPLEMENTATION AND REVIEW HISTORY</u>	
Date Approved by Board: 08/09/09	Date Implemented: 08/09/09
Projected Date of Review: / 09/2011	
Review Date: / /	
<u>Amendment(s) Made/Reason</u>	
Date Amendment(s) Approved by Board: / /	Date Implemented: / /